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| Bulletin Number: OH_IB_0070 | Distribution Date: 05/07/2025 | Effective Date: Ongoing |
| Contact Point: Metrc Support | Subject: Metrc Retail ID – Product labeling update | |
| Reason: To provide key updates on Metrc Retail ID functionality. | | |

Greetings,

Metrc continues to evolve our system to enhance workflows for licensees and improve operational efficiency. This bulletin outlines key updates related to Metrc's [Retail ID](#) feature, including:

- **Recommended workflow:** When a brand should print a Retail ID QR code for a product label.
- **Unit serialization benefits:** Why adopting unit-level serialization improves traceability.
- **Discontinue button removal:** Maintaining product history for compliance continuity.
- **Third Party Integrator (TPI) compatibility:** Which POS providers support scan to receive and which ERP systems allow you to print through their system.
- **Retail ID indicators on Packages and Transfers:** Showing that a label with a Retail ID QR code has already been generated and the package is linked to that unique QR code

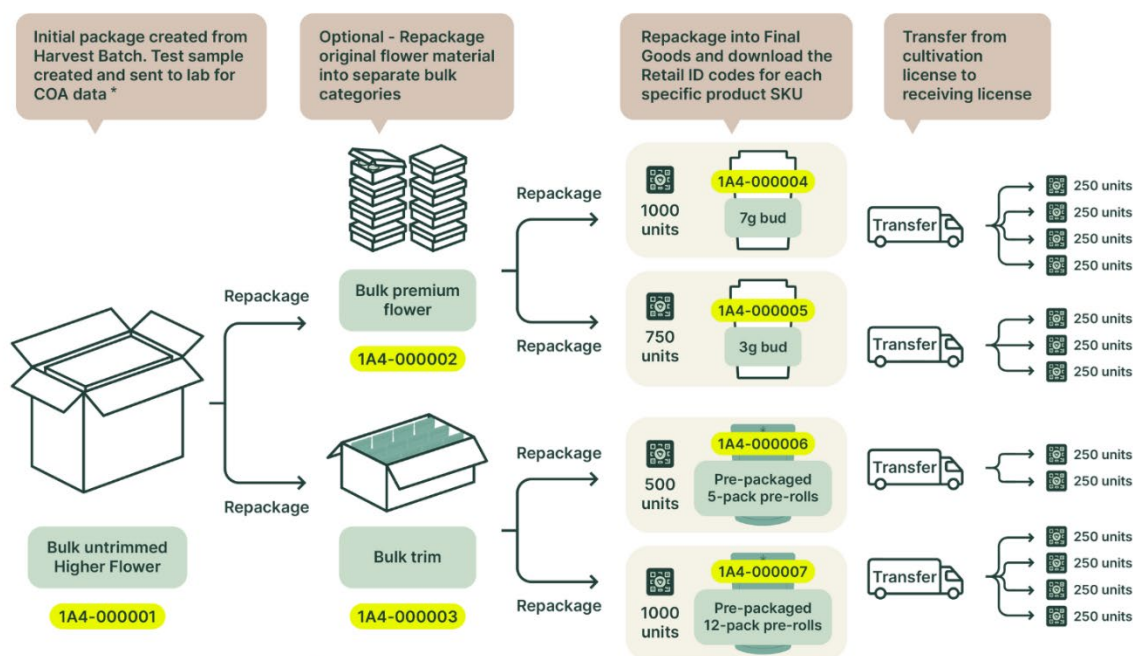
For further details, see the following pages.

Brands: When to print a Retail ID label

For brands, the ideal time to generate and print a Retail ID QR code on a product label is before transferring finished products to a distributor or retailer – **see Figure 1.**

This ensures efficiency by:

- Providing accurate tracking at the unit level.
- Preventing errors in package labeling and product flow.



*Packages may be tested again based on state testing requirements.

Figure 1 – QR code download scheduling workflow

Unit serialization overview

What is unit serialization and why should brands print more than a single QR code for their entire package?

Unit serialization is the process of assigning a unique identifier to each individual product unit, rather than tracking at the batch or package level. This unique identifier, typically in the form of a QR code or barcode, allows for precise tracking and management throughout the supply chain.

Benefits of unit serialization:

- **Greater supply chain transparency:** Enables seamless tracking of products from production to retail.
- **Reduced fraud and diversion risks:** Helps protect against counterfeit products and inventory discrepancies.
- **Improved operational efficiency:** Streamlines product intake, shipping, and sales processes by enabling real-time tracking and automation.

By adopting unit-level serialization, brands can align with regulatory expectations and build a more resilient, transparent, and efficient supply chain.

Discontinue button feature update

As part of our ongoing efforts to enhance Metrc Retail ID and ensure efficiency in compliance workflows, we have removed the Discontinue Labels functionality in the system, so this button will no longer be visible to those with the proper employee permissions on the Packages > Product Labels screen.

This change is designed to:

- Maintain compliance continuity by keeping product history intact.
- Reduce potential disruptions in reporting and audit trails.
- Improve system performance and data consistency across integrations.

Labeled products will remain in your history for full visibility, even if they are no longer in circulation. If you need to manage discontinued product labels, it is advised to dispose of the labels and not apply them to products. Taking this action will not have an impact on the package in Metrc.

We understand this may impact how you manage product lifecycles, and our team is here to assist. If you have questions or concerns, please reach out to Metrc Support.

Third-party integration update

The following POS systems currently support scan to receive, allowing seamless package intake using Retail ID. Click the links to learn more.

- [Blaze](#)
- [Flowhub](#)
- [IndicaOnline](#)
- [Treez](#)

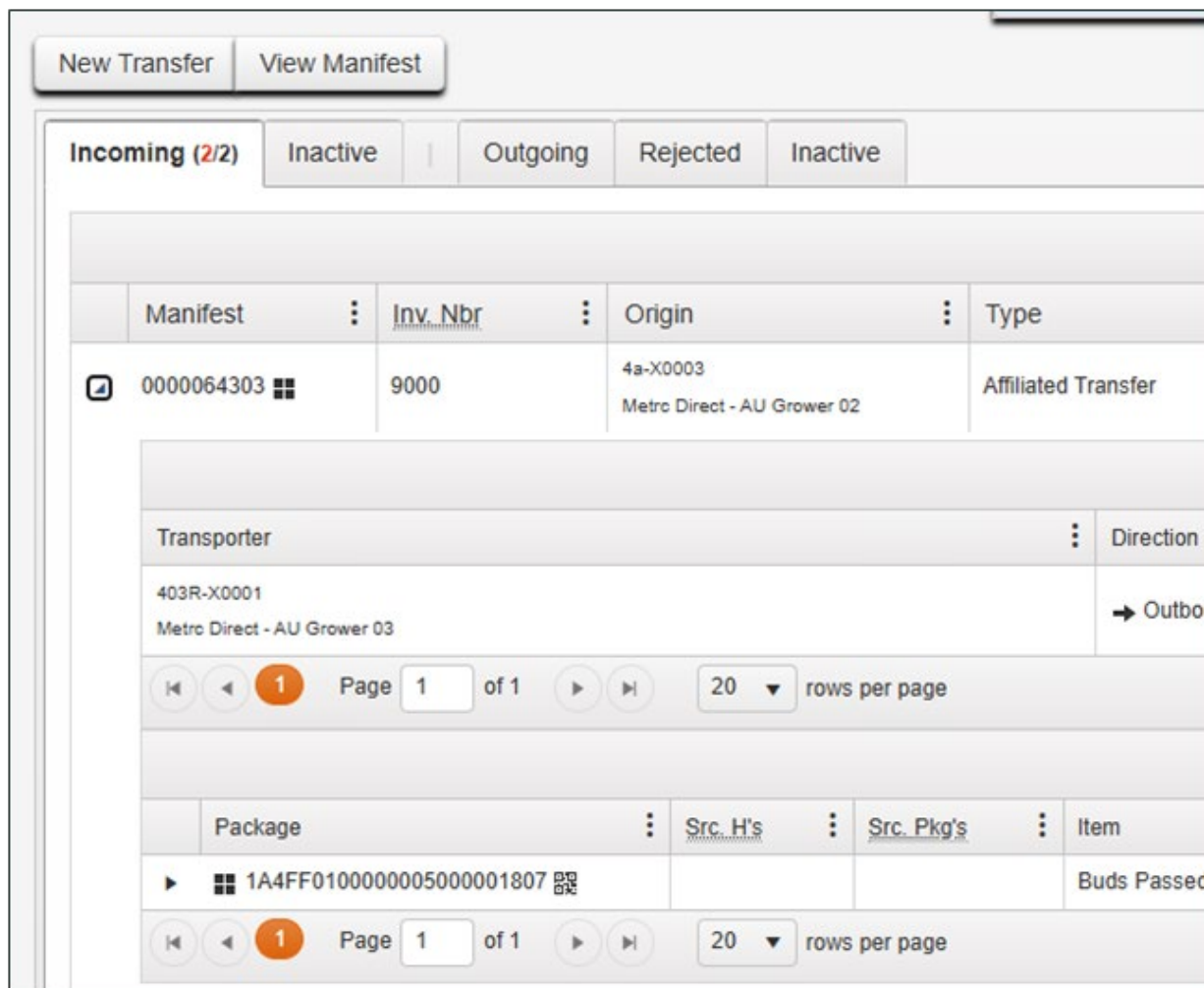
The following ERP systems support Retail ID label printing. Click the links to learn more.

- [Distru](#)
- [StashStock](#)
- [Canix](#)

These integrations reduce manual entry errors, speed up processing times, and improve inventory accuracy. If your third-party solution provider does not yet support these functions, reach out to them for updates.

Retail ID indicators on Packages and Transfers

Retail ID indicators on packages and transfers show that a label with a Retail ID QR code has already been generated and the package is linked to that unique QR code - see **Figure 2**.



The screenshot shows the Metrc interface for viewing a manifest. At the top, there are buttons for 'New Transfer' and 'View Manifest'. Below these are tabs for 'Incoming (2/2)', 'Inactive', 'Outgoing', 'Rejected', and 'Inactive'. The main content area displays a table with columns: Manifest, Inv. Nbr, Origin, and Type. The first row shows a manifest with ID 0000064303, inventory number 9000, origin 4a-X0003 (Metro Direct - AU Grower 02), and type Affiliated Transfer. Below this, there is a section for 'Transporter' with ID 403R-X0001 (Metro Direct - AU Grower 03) and a 'Direction' dropdown set to 'Outbound'. A pagination bar shows 'Page 1 of 1' and '20 rows per page'. Below this, another table shows a 'Package' with ID 1A4FF0100000005000001807, 'Src. H's', 'Src. Pkg's', and 'Item' (Buds Passed). A second pagination bar also shows 'Page 1 of 1' and '20 rows per page'.

Figure 2: Transfer page with a Manifest that shows a Package with a Retail ID indicator

To ensure every unit received is properly labeled, check the Retail ID indicator on the manifest — see **Figure 3**. If it's listed, it confirms that labels with Retail ID QR codes were generated for that package, and each unit should arrive with a Retail ID label attached.

| | |
|--|----------------------|
| State Driver's License No. | 1111111 |
| Make, Model, License Plate No. | AMC Gremlin Gf |
| 1. Package Shipped | Produ |
| 1A4FF0300000001000000395 Lab Test: TestPassed Contains Retail IDs: Yes | |
| Item Details | Higher Flower |
| Source Package(s) | 1A4FF030000000 |

Figure 3: Transfer Manifest that shows a Package with a Retail ID indicator “Contains Retail IDs: Yes”

If the indicator is present but the units are unlabeled, follow up with the originating facility before accepting the transfer. Retailers cannot regenerate Retail ID labels once the transfer is complete.

Why this matters:

- Confirms Retail ID labels were generated and should be applied
- Prevents accepting unlabeled products that can't be relabeled
- Protects intake workflows
- Holds originating facilities accountable to proper labeling before transfer

Metrc resources

If you have any questions, or need additional support, the following resources are available:

Contact Metrc Support

By using the new full-service system by navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click Support and navigate to support.metrc.com and it will redirect to the portal.

Please note: If accessing the portal for the first time, a username (which is established when logging in), the respective state and “Facility license number”, and a valid email to set a password are required.

Metrc Learn

Metrc Learn has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new [Metrc Learn](#) LMS is simple through multiple convenient locations:

From within the Metrc system

- Navigate to the drop-down Support menu in the navigational toolbar and select “Sign up for Training” to register.

From the Metrc website

- Navigate to your [state's partner page](#) and scroll down to the “Metrc’s Training Resources” section to find the link.

Also, save the link – *learn.metrc.com* – as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

Access additional resources

In the Metrc system, click on the Support area dropdown in the navigational toolbar and select the appropriate resource, including educational guides, manuals, and more.

Thank you for your continued partnership.